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Honda Diagnostic System Frequently Asked Questions

The Honda Diagnostic System (HDS) has been in service at dealers for about 8 months now and, you'll probably agree, it's not the same critter as the PGM Tester. Here are answers to some questions we commonly get about the HDS.

Question: *How do I set up the HDS?*

Answer: You'll need to have your network administrator connect the HDS to the master server. Complete instructions for doing this are included in the *Honda Diagnostic System (HDS) Setup Instructions* available on ISIS under **Tool Information**.

Question: *How do I update HDS software?*

Answer: For updating and general info, refer to the *Honda Diagnostic System (HDS) Setup Instructions* and the *Honda Diagnostic System (HDS) User Guide* available on ISIS under **Tool Information**. Always use the most current software update CD.

When you plug the HDS into its docking station, updates automatically happen. In some cases, though, you need to start this updating manually using the **gds2200 loader** icon on the desktop display screen. Double-tap the icon, and follow the prompts. During the process, make sure you select **Install HDS**, not **Update HDS**.

If you're a first time user of the HDS, or a little rusty on its operation, the HDS has a handy tutorial built right in. Double-tap the **IST** icon on the HDS homepage. You can also visit the Online University on the Interactive Network (*i*N) and complete training module WA EBC04, *Introduction to Honda Diagnostic System (HDS)*.

If you've still got questions after doing the tutorial or completing the training module, the friendly folks at the American Honda Special Tools Hotline are just a call away. Dial **800-346-6327**.

Question: *Why do I get the error message* ***Unable to find transfer server*** *when I send Tech Line a snapshot?*

Answer: If you can do software updates OK, then your network could have a firewall restriction. Have your network administrator call the American Honda Special Tools Hotline at **800-346-6327**.

Question: *The HDS immobilizer function locked up, so how do I get it unlocked?*

Answer: You need to get the five-digit HDS immobilizer release password from *i*N. Here's how:

1. From the **This function is locked** screen, tap the green tick (✓) button to get to the **HDS Unlock Password** screen. Record the **Attempt Counter** value that's just above the password field.
2. Double-tap the clock icon in the lower right corner of the HDS screen. From the **Date/ Time Properties** screen, check the date and time, and make any needed changes.
3. Go to the *i*N workstation. From the main menu, click on **Cust Sales Support**, **Vehicle Info**, and then **VIN Status Inq**. From the **VIN Status Inquiry** screen, enter the VIN in the **VIN Number** box and the value you recorded in step 1 in the **Attempt Counter** box. Click **Submit**. You'll see the five-digit password for unlocking the HDS next to **HDS IMMOBI RELEASE P/W**.
4. Enter the five-digit password into the HDS, and you're back in business.

New Software for HDS: Version 1.008.018

A new CD was sent to all Honda dealerships in the last week of August. It contains HDS software version 1.008.018. This CD has a red label that says "HDS Installation Disk (Ver. 1.008.018), September 2003." Your system administrator should have this software already installed on the master server.

Here's some important info on 1.008.018:

- All '04 models have been added. (You need this software to troubleshoot '04 Accords and '04 Pilots.)
- You can now print straight from the HDS or from a workstation. To do this, the printer must be PCL compatible (PCL is a driver language). Any of the Hewlett Packard 5000 series printers or mobile 350 or 450C printers will work. For other PCL-compatible brand printers, check with the manufacturer.
- Enhanced evaporative function tests have been added.
- SRS side airbag and seat weight sensor initialization for '04 Accords has been added.
- DTC descriptions have been improved for easier warranty collection.

Oil Leak From Cam Chain Cover: ’03 Accord L4

A leaking power steering pump O-ring in a ’03 Accord L4 can cause an oil leak that looks like it’s coming from beneath the cam chain cover. Before you remove the cam chain cover, spray a little leak detector powder on the power steering pump. If the pump is leaking, replace it.

Oil Leak From Front Cylinder Head Gasket Area: V6

Speaking of oil leaks, a leaking power steering pump O-ring in a ’03 Accord V6 can cause an oil leak that looks like it’s coming from between the front cylinder head and the cylinder block. Before you remove the cylinder head, spray a little leak detector powder on the power steering pump first. If the pump is leaking, replace it.

A/T Whine? Make Sure It’s the A/T Before Replacing It

NOTE: This article applies to ’98–04 Accords, ’97–03 CR-Vs, ’03 Elements, ’99–04 Odysseys, and ’03–04 Pilots.

Got a customer complaining of a whining A/T? Before you go off and order a reman unit, make sure the culprit isn’t tire noise (beware of aftermarket wheels and tires) or wind noise. Both of these noises can easily be mistaken for A/T gear whine.

For an accurate diagnosis, you need to test-drive both your customer’s vehicle and a known-good vehicle long enough to get the A/T fully warmed up. Some noises can take up to 20 miles of highway-speed driving to duplicate the complaint.

Keep in mind, though, that unless the noise is really worse than other vehicles, installing a reman A/T may not offer sufficient improvement to satisfy your customer.

Front Brakes Squeal, Moan, or Grind: ’01–02 Civic

If owner’s of ’01–02 Civics are complaining of the front brakes squealing, moaning, or grinding, refinish the discs with the Kwik-Way Brake Lathe, and replace the front brake pads. Order P/N 45022-S5D-H00, H/C 7233620.

Creaking or Popping From Tailgate Area: ’03 Element

Getting complaints from ’03 Element owners of creaking or popping from the tailgate area when driving over bumps or when turning? You may need to adjust the tailgate strikers or the hatch striker. Here’s how:

1. Make sure both lower tailgate strikers are centered in their latches. Refer to page 20-114 of the 2003 Element S/M if you need to adjust them.
2. Make sure the hatch striker is centered in the latch. Refer to page 20-110 if you need to adjust it. If you can’t center the hatch striker, measure the tailgate-to-body gaps (left and right), and adjust the hatch hinges to center the latch.

Noise From Upper Rear Door Latch: ’03 Element

While we’re on the subject of noisy ’03 Elements, if you’re getting complaints of a sharp clunking or knocking from the upper rear door area when driving over bumps or when turning, you may need to adjust the upper striker for the rear door. Here’s how:

1. Remove the upper striker cover (see page 20-66 of the ’03 Element S/M).
2. Close the rear door, and check the position of the striker in the latch. If the striker is rubbing on the top of the latch, remove the striker (two bolts) (see page 20-31 of the S/M). Add a shim (P/N 72637-SCV-A01, H/C 7285299) under the striker, or bend the striker to center it in the latch.
3. Reinstall the upper striker cover.
4. Repeat steps 1 thru 3 for the upper striker on the other rear door if needed.

Long Engine Crank Time: ’03 Accord V6

If owners of ’03 Accord V6s are complaining of long engine crank times, the problem could be a bad fuel pressure regulator. Fuel pressure regulator failure can be intermittent. Verify the complaint with your customer. You can replace the fuel pressure regulator without replacing the fuel pump.

Clutch Master Cylinders Are Now Aluminum

If you need to replace the clutch master cylinder on a '98–99 Accord, check if the master cylinder is made of nylon or aluminum. If it's nylon, you must order the complete clutch hydraulic system. Refer to S/B 98-084, *Clutch Pedal Noise,* for the list of replacement parts. Nylon master cylinders aren't available in Honda parts stock anymore and aren't interchangeable with the aluminum replacements. **If the master cylinder is aluminum, just order the part.**

Clicking or Ticking From the A-Pillar/Dashboard Area

In '03 Odysseys, a loose inner fender can cause a noticeable clicking or ticking from the A-pillar or dashboard area at about 35 mph. To stop this noise, check the affected inner fender for any damaged or missing fasteners, and replace as needed. There should be nine clips, four screws, and one bolt.

Find out if the vehicle had the accessory towing package installed. If it did, and the inner fender is loose because of it (you need to remove the inner fender to install the ATF and power steering coolers), then repairing the inner fender isn't covered by warranty.

Circular Marks on Rear Glass: '01–03 Civic

If '01–03 Civic owners are grousing about circular marks about 5 inches in diameter on the inside of the rear glass, you're looking at the suction cup-like marks left by the glass storage rack. Normally, these marks just wear off and go away, but if they don't, use Mag V Wheel Cleaner to get rid of them. You can get this product from

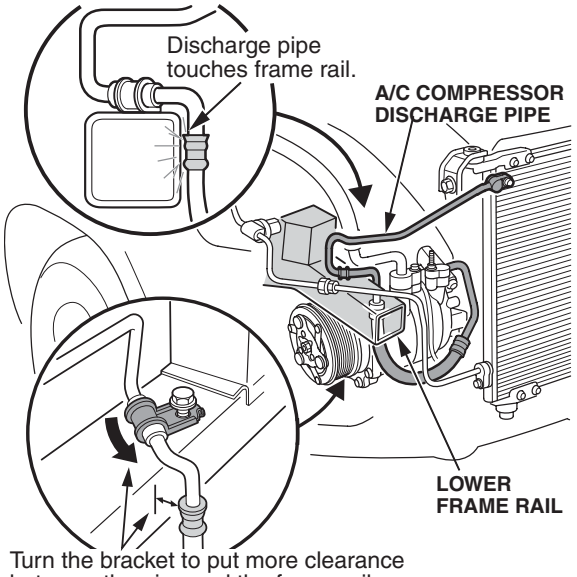
Mark V Products, Inc.
400 El Sorbrante Road
Corona, CA 92879
Phone: 800-877-6282
Fax: 909-280-9393

You can also visit their website at *www.mark-v.com* to learn more about their products.

Mag V contains acid, so follow all manufacturer's instructions carefully. Wear rubber gloves and eye protection, and make sure you protect the interior and exterior of the vehicle while using it.

Rattle or Buzz Accelerating With A/C On: '03 CR-V

If an owner of a '03 CR-V complains of a nasty rattle or buzz when accelerating with the A/C on, the culprit could be the A/C compressor discharge pipe. If the pipe bracket is bent and the pipe touches the lower frame rail, it can whip up a healthy resonance when the vehicle is accelerating. To eliminate this noise, loosen the pipe bracket, straighten it out, reposition the pipe so it clears the frame rail, and lock it down.



Turn the bracket to put more clearance between the pipe and the frame rail.

CD Changer for Pilot LX Installs in Some EX Models

The accessory 6-disc, in-dash CD changer for '03–04 Pilot LX models (P/N 08A06-3B1-300, H/C 6223176) can be installed in some EX and EX-L models, but there are a few things to consider before going that route:

- The audio unit display always shows **DISC 1** playing no matter which disc you're actually playing.
- To change discs, you must use the **SEEK/ SKIP** buttons. The **DISC -** and **DISC +** buttons don't work. Look at the changer to tell which disc is playing.
- To install the changer in '03 Pilot EX and EX-L models and '04 Pilot EX models, you need to also install a DVD DIN Bezel Kit (P/N 08B23-S9V-100A, H/C 7313034).
- The CD changer doesn't fit in '03–04 EX-L models with navi or the DVD entertainment system; there's just not enough room in the dashboard for it. Nor does it fit in '04 EX-L models without navi or the DVD entertainment system; the seat heater switches are in the way.

Drifting and Pulling at Highway Speeds

Got a customer complaining that the vehicle drifts or pulls when driving at highway speeds? Use this handy procedure to diagnose and repair the problem.

NOTE: Before doing the procedure in this article, check ISIS for related S/Bs and other S/N articles for the model you're working on.

1. Check if your customer has original equipment wheels and tires and that the ride height hasn't been modified.
   - If the wheels, tires, and ride height are OK, go to step 2.
   - If the wheels or tires aren't original equipment or the ride height was modified, stop here. Aftermarket wheels or tires or a ride height that's been modified pose challenges that this article doesn't cover. Resolve these issues with your customer before going further.
2. Set the tire pressures to the recommended cold inflation values listed on the doorjamb sticker.
3. Find a straight stretch of 4-lane road where you can safely (and legally) go **60 mph** for several minutes. Ideally, you want a road that's perfectly flat, but most roads have a crown that's anywhere from 1.5° to 1.75° so they can drain.
   - **Flat Road -** While driving at 60 mph, use a stopwatch to time how long it takes to drift one full lane from center to center. Record the time. Repeat this, driving in the opposite direction to cancel the effects of wind, then average the two times you recorded. If the vehicle drifts one full lane from center to center in **less than 6 seconds**, go to step 4. If not, return the vehicle to your customer.
   - **Crowned Road -** While driving at 60 mph, check if the vehicle climbs the crown. Do this for both a left- and right-crowned road. A drift to the right on a right-crowned road and a drift to the left on a left-crowned road are considered normal. If the vehicle climbs the crown or it drifts to the right on a left-crowned road, go to step 4.
4. Record the original toe, camber, and caster readings. On Passports, set the ride height to spec if needed. Refer to **Ride Height Adjustment** in S/B 99-043, *Steering Wheel Shimmy or Chassis Vibration*.
5. Loosen the subframe mounting bolts, and move the rear beam (it's the entire front subframe on some models) to get the maximum amount of caster and equal side-to-side camber. (As little as 0.4° of camber stagger can cause the vehicle to pull.)
6. Make sure the steering wheel is centered, then set the front and rear toe to the maximum toe-in spec. (Toe-in improves vehicle stability and reduces the tendency to drift or pull.)
7. Test-drive the vehicle on the same road you used earlier.
   - If the drift is now within spec, return the vehicle to your customer.
   - If the drift is still out of spec, go to step 8.
8. Swap the front and rear tires on each side of the vehicle, then adjust the tire pressures to the recommended cold inflation values listed on the doorjamb sticker.
9. Test-drive the vehicle on the same road you used earlier.
   - If the drift is now within spec, swap each rear tire back to the front, one at a time, and test-drive the vehicle on the same road you used earlier. Replace the bad tire, then return the vehicle to your customer.
   - If the drift is still out of spec after swapping the front and rear tires, go to step 10.
10. Test-drive a known-good donor vehicle on the same road you used earlier, and check its pull.
11. Swap all four tires from the donor vehicle with the tires on your customer's vehicle.
12. Test-drive your customer's vehicle on the same road you used earlier.
    - If the drift is now within spec, swap the tires back to the donor vehicle one at a time, and test-drive your customer's vehicle on the same road you used earlier. Do this until the drift comes back. Replace the bad tire(s), then return the vehicle to your customer.
    - If the drift is still out of spec using the donor vehicle tires, contact Tech Line for further action.

Outside Temperature Indicator Logic Explained

NOTE: This article applies to '03–04 Accord EX-Ls and EX V6s and '03–04 Pilot EXs.

The A/C, solar blocking glass, and heater work so well at keeping the temperature of the passenger's compartment at a comfortable level that it's easy to lose track of just how hot or cold it really is outside. An outside temperature indicator in the gauge assembly gives you a reality check. But keep in mind, the indicator isn't a laboratory-grade thermometer, and it might not give the same temperature as you'd see on signs or buildings with outside temp displays.

The outside air temperature sensor is mounted behind the middle of the front bumper. The gauge control module uses measurements from this sensor to display the outside air temperature.

Because of where the sensor is mounted, it may be affected by heat reflected from the road, the engine, the radiator, or even exhaust from other vehicles. To keep bogus readings to a minimum, the gauge control module uses certain logic. Here's how that logic works:

When you turn the ignition switch to ON (II)

- If the engine coolant temperature is **139°F** or lower, the indicator shows the current outside air temperature.
- If the engine coolant temperature is **140°F** or higher, the indicator shows the temperature that was stored in memory when you turned the ignition switch to LOCK (0), no matter what the sensor behind the bumper currently measures.

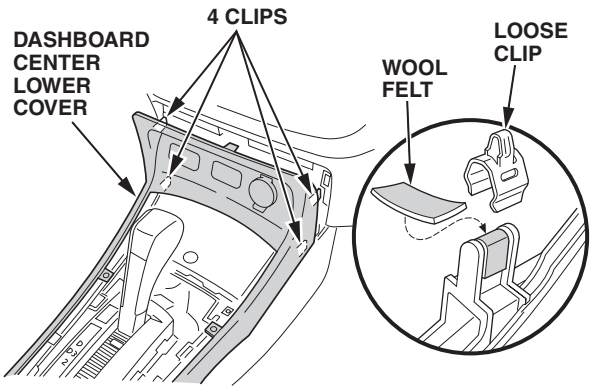
The indicator doesn't refresh until certain criteria are met:

- If the measured outside air temperature is more than the indicated temperature, the indicated temperature rises **1°F every minute** once the vehicle reaches and maintains **19 mph** for at least **30 seconds**. As long as the vehicle speed doesn't drop below that, the indicator refreshes every **60 seconds** until the two temperatures match. If the vehicle speed drops below 19 mph, the indicator doesn't start to refresh again until the vehicle speed increases to 19 mph or faster for more than **90 seconds**.
- If the measured outside air temperature is less than the indicated temperature, the indicated temperature drops **1°F every 2 seconds** until the two temperatures match, no matter what the vehicle speed is.

Dashboard Center Lower Cover Sticks Out

If a '01–03 Civic owner complains that the dashboard center lower cover is sticking out, the problem is usually a loose clip. Here's how to fix this:

1. Remove the dashboard center lower cover. (For models without the console armrest, see page 20-97 of the 2001–03 Civic S/M. For models with the console armrest, see page 20-98.)
2. Remove and discard the loose clip.
3. Wrap the stud for the clip with a piece of wool felt to increase the clip's tension.



4. Install a new clip (P/N 90666-S84-A01, H/C 5454822).
5. Reinstall the cover.

Beefing up the clip tension is more effective than replacing the entire cover. The problem could happen again with a replacement cover.

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